

CHAPTER 4

SELF-HELP PROGRAM

4-1. General The Self-Help Program is a means of attaining maximum use of available resources to improve living conditions and the general appearance of facilities.

a. Work accomplished within this program should only include those jobs that military personnel and family housing occupants can realistically be expected to perform.

(1) Furnish written and verbal instructions to personnel upon their assignment to housing (includes bachelor housing and family housing).

(2) Develop and publish standing operating procedures.

(3) Support troop units at remote locations.

(4) Establish necessary training program.

b. Work under the self-help program should be accomplished in accordance with the guidance furnished in AR 420-22 and other publications listed in Appendix A.

c. Occupants may accomplish self-help work by individual or group effort. Family housing occupants may also be authorized by the installation commander to perform minor improvements under the Self-Help Program.

4-2. Responsibilities

a. Facilities Engineer. The Facilities Engineer is responsible for providing a self-help program. These responsibilities include:

(1) Providing appropriate training.

(2) Providing instructions to users of equipment.

(3) Providing necessary supplies, equipment and tools.

(4) Supervising and inspecting self-help accomplished under this program.

(5) Appointing a Self-Help Coordinator to organize the program.

b. Chief, Buildings and Grounds. The Chief of Buildings and Grounds Division will have management responsibility for the Self-Help Program. Direct supervision of the program will be by the PM Foreman.

c. Supply and Storage Division. This division normally will be responsible for the issue of self-help supplies, tools and equipment.

d. Troop Commanders. Troop commanders are responsible for accomplishing the self-help program in troop housing areas and at remote locations. This responsibility includes:

(1) Adherence to appropriate prescribed procedures.

(2) Assuring that no unauthorized work is performed.

(3) Assignment of self-help work to individuals consistent with their experience or aptitude for the work to be accomplished.

(4) Proper use of supplies, equipment and tools.

(5) Proper training of personnel.

e. Occupants. Occupants of bachelor housing and family housing will perform self-help work which they can realistically be expected to perform.

f. Family Housing Manager The FH Manager should encourage occupants to attend self-help classes.

4-3. Implementing the Self-Help Program AR-420-22 Section 1, paragraph 1, establishes criteria for initiating and accomplishing self-help programs. Conformance to these criteria will ensure that PM self-help programs operate effectively.

a. Command Support. Installation commanders are responsible for the programming and accomplishment of self-help programs at installations under their jurisdictions. While this responsibility is delegated to the Facilities Engineer, full and visible command support for self-help is of positive value and will insure the installation personnel become involved in the program.

b. Administration. Responsibility for administering the PM self-help program rests with the PM Shop Foreman, who will organize and schedule self-help training, oversee the supply system, and disseminate information. Accurate records should be maintained to allow the Foreman to evaluate the self-help program and improve performance.

c. Self-Help Instructions. The FE will establish and conduct regularly scheduled self-help classes for occupants of barracks, BOQ's and other quarters.

d. Facilities Engineering Support. Self-help coordinators may request training and other assistance from the FE. Suggestions to improve self-help performance should be routinely forwarded to the FE from occupants.

4-4. Guidelines for Self-Help. The PM self-help program should encompass family housing quarters and bachelor housing. The program may include other areas and facilities. This section contains broad guidelines for establishing such a program.

a. Family Housing Occupants' Self-Help Program. The family housing self-help program is a management tool whereby the manpower resources of occupants of quarters are used for the accomplishment of limited maintenance and repair work. These tasks are those which would normally be performed by homeowners to conserve funds and to preserve their homes. Controls, procedures and work standards should be established to assure that occupants desiring to perform self-help are aware of the authorized self-help work (see paragraph (1), below) and are capable of satisfactorily performing the work.

(1) *Authorized Self-Help Work.* Examples of maintenance and repair which may be accomplished by occupants are: replacing faucet washers and window glass; repairing insect screens and storm sashes; controlling ants, roaches, silverfish, bed-bugs and other household pests; tightening and replacing builders' hardware items; replacing light bulbs and fuses; cleaning and replacing air filters; and other similar work to maintain facilities in a proper state of repair and appearance. A comprehensive list of authorized and unauthorized, self-help repair items is included in Figure 4-1.

**Sample Family Housing Authorized/Unauthorized
Self-Help Work List**

AUTHORIZED WORK

Carpentry & Hardware:

1. Reset nails protruding from woodwork and other surfaces and fill holes with materials compatible with surrounding surfaces.
2. Tighten and replace builder's hardware such as belts, screws, door hinges, doorknobs, window lifts, door stops, and door closers.
3. Lubricate builder's hardware items to provide quiet and satisfactory operation.
4. Repair small holes in door and window screens and ensure that all screens are properly attached and secured to building.
5. Repair blinds and tighten brackets.
6. Repair or replace window shades.
7. Refasten damaged coat hooks, clothes poles, and closet shelves.
8. Tighten bolts and screws on soap dishes and tissue holders.
9. Adjust or repair/replace kitchen cabinet hardware.

Electrical:

Replace light bulbs, light globes, wall receptacle plates, and ensure that proper wattage light bulbs are used.

Plumbing:

1. Clean and unstop water closets.
2. Perform simple maintenance and repair of bathroom fixtures.
3. Replace shower heads.
4. Replace faucet washers and broken or missing faucet handles.
5. Replace caulking around bathtubs and ceramic tile.

General Housekeeping:

1. Perform minor phases of insect and rodent control.
2. Clean quarters to maintain sanitary conditions to keep insects from breeding.
3. Clean appliances and kitchen equipment.
4. Replace HVAC filters.

Miscellaneous:

1. Observe utilities conservation measures.
2. Maintain splash blocks in the proper position under downspouts to deflect water away from the building and prevent erosion.

UNAUTHORIZED WORK

Repairing leaking pipes
Residual spraying for insect control
Moving installed equipment from one location to another
Replacing venetian blinds
Altering locking devices on exterior doors
Adjusting gas burners or any part of heating equipment
Altering oil burner adjustments
Adjusting thermostats (other than setting by external means)
Caulking around window and door frames or other miscellaneous areas

Figure 4-1. Sample Family Housing Authorized/Unauthorized Self-Help Worklist

(2) *Issue of Family Housing Self-Help Supplies, Tools and Equipment.* Every effort must be made to make the process of obtaining self-help supplies as easy and simple as possible for the occupant: one stop shopping is preferred.

(a) Self-Help supply stores should stock and issue those supplies, equipment and tools as authorized on the Self-Help Supply List (Figure 5-6). This list with the work order, covering appropriate dates, is the authorization for issue.

Warehousing is accomplished in a manner where all authorized self-help supplies are readily accessible to the counter area to expedite issue.

(b) Required tools and equipment on the Authorized/Unauthorized Self-Help Supply List (Figure 5-6) are obtained by the FE supply and storage division and issued to occupants on Request for Issue or Turn-In (DD Form 1150).

(c) Tools and equipment required on an occasional basis are issued on a loan basis using a temporary hand receipt.

(d) A record of all supplies issued to occupants should be maintained, by quarters, cost and date issued.

(3) *Operation of Self-Help Supply Stores.* The hours of operation of self-help supply stores should be consistent with the needs of occupants. For example, supply stores might operate after duty hours one or more days per week and one half day on Saturday.

(4) *Self-Help Classes.* Family Housing Managers should encourage occupants to attend self-help training classes. Classes should be scheduled regularly to meet the population turnover of the installation.

(a) Training should include building care and maintenance and should qualify the occupant to perform all authorized and self-help work on the Authorized/Unauthorized Work List, (Figure 4-1).

(b) Training should include, occupant responsibility for fire prevention, energy conservation, and good housekeeping.

(c) During the training, occupants should be given copies of the local Self-Help Work List (Figure 4-1) and Supply List (figure 5-6). The Work Reception Desk should also keep an adequate supply of Self-Help Work and Supply Lists.

b. Troop Self-Help Program. Self-help is a valuable adjunct to regular PM in buildings occupied by Army personnel other than family housing. The many advantages of this means of accomplishing PM should be considered by Troop Commanders and Facilities Engineers.

(1) *Buildings Covered by the Program.* The troop self-help program may be extended to cover all on-post facilities, including Bachelor Quarters and Troop Support Buildings such as

administrative, training, operations, maintenance, production and other facilities.

(2) *Role of the Self-Help Coordinator.* The Self-Help Coordinator organizes a troop self-help program encompassing the occupants of all facilities other than family housing. The Self-Help Coordinator is responsible for seeing that all units, activities, school commands, etc., organize self-help maintenance teams. In addition, the Coordinator has the following duties:

(a) Establish a written SOP for operation of the troop self-help program.

(b) Develop training classes for self-help teams.

(c) Develop authorized self-help supply and work lists.

(d) Approve unit requests for material.

(e) Oversee periodic inspection of self-help work.

(f) Promote the Self-Help Program.

(3) After initial training, classes should be scheduled by the Coordinator to meet troop turn-over.

(4) Requests for material are submitted to the Self-Help Coordinator. An adequate description of the work must be included. The Self-Help Coordinator should be given authority to approve normal self-help material requests.

(5) Units obtain all tools from the Self-Help Service Supply Center

(6) A record of all supplies issued to troop self-help teams is maintained by the unit and the Self Service Supply Center.

c. Customer Information and the Self-Help Program. The FE and Family Housing Manager must continually educate customers and sell the self-help program. Publicity through community organizations, newsletters, daily bulletins and post newspaper is effective in keeping the customer aware of what can be expected from the PM Program and the responsibilities the customer has been assigned. To maximize the benefits of the Self-Help Program, Work Reception personnel should use the PM schedule and the self-help work list to establish work priorities. This procedure will allow them to ascertain if a particular work request can be delayed until a regularly scheduled visit or if the work is self-help.